CompleteView
Admin Console
User's Manual

Version 3.8

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Introduction

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Overview

CompleteView™ is a Digital Video Management System that is comprised of a comprehensive suite of client-server software applications designed for operation in a Microsoft Windows environment.

The CompleteView Admin Console is an application that has been designed to allow system administrators the ability to monitor and manage the video surveillance system. You can use this application to monitor CompleteView servers for faults and be notified via email when they occur; push software updates to one or more CompleteView servers; perform forensic analysis of server logfiles; and much more.

Note: Admin Console is a feature of CompleteView Pro and CompleteView Enterprise. CompleteView ONE does not include multi-server management features such as Admin Console. For upgrade details and pricing please contact your Salient Integration Partner.

# Configuration

Starting the Admin Console

You may launch the CompleteView Admin Console application by double-clicking on the icon labeled *Admin Console*, as shown below:

Start **»** All Programs **»** CompleteView **»** Admin Console
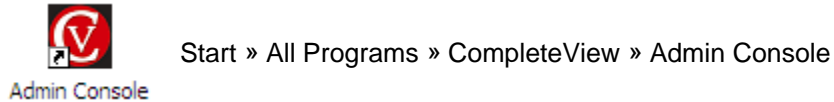
You may also find the *Admin Console* icon located on your desktop, depending on the following factors:

1. The item "Create Desktop Icon" was selected during the installation of the application.
2. Windows has been configured to show desktop icons.

The following window will appear after you have started the application:
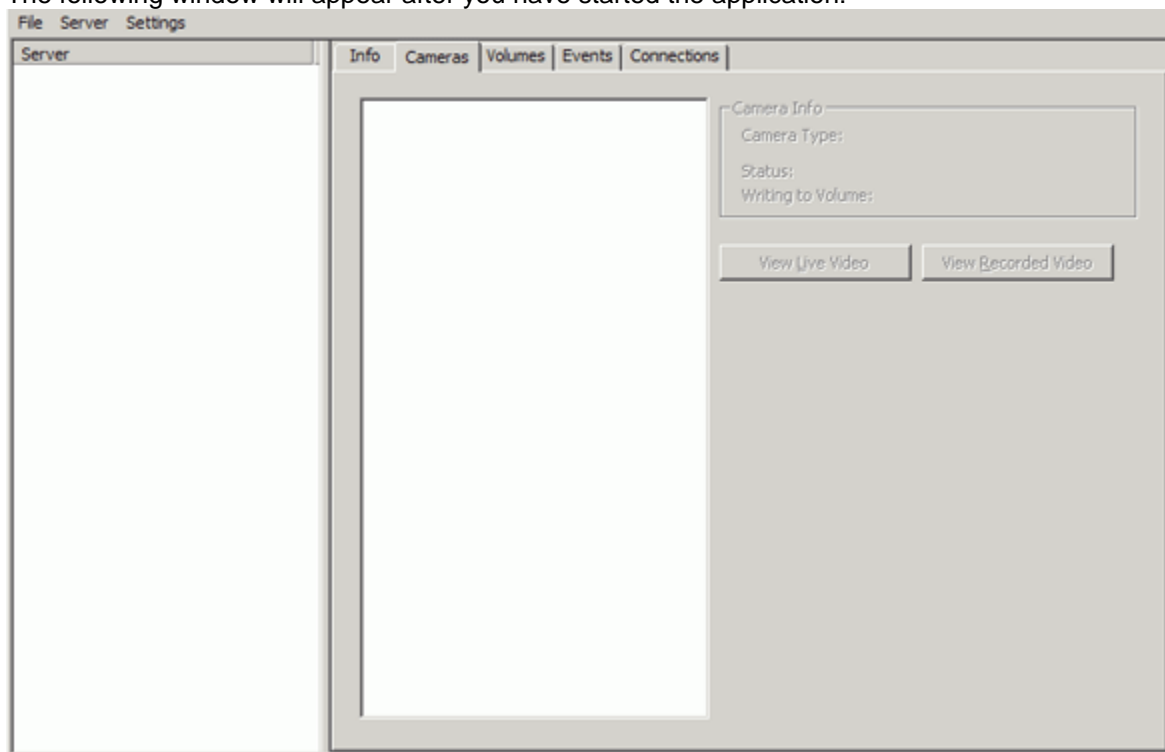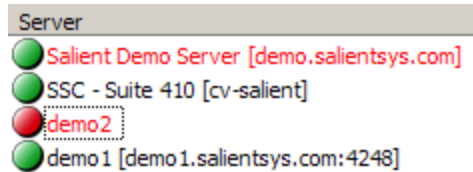

Adding a Server

To add a server to the list of those that are monitored, perform the following steps.

1. Launch the *Admin Console* application.
2. Select *New Server...* from the *Server* menu. You will be presented with the following dialog.

3. Add the following information.

   a. **Address** – Enter the hostname or IP address of the server that you wish to monitor.

   b. **Username** – Enter name of an existing user account on the server. This user must be an administrator.

   c. **Password** – Enter the password for the selected user account.

   d. **Administrative Service Port** – If you have configured the *CompleteView Administrative Service* with a custom TCP port assignment, enter it here.

   e. **Events to Monitor –** Check the appropriate boxes for those events that you wish to log.

   f. **Alarm Conditions** – Events that generate alarm emails..

      i. **Connection Lost –** Lost connection to the server.

      ii. **Camera Sync Lost –** Lost video signal to a camera.

      iii. **Volume Offline –** A video archive volume has been placed offline.

      iv. **Hardware Key Missing –** The hardware key is no longer attached to the server computer.

4. Click on the button named *OK* to add this selection to your list of monitored servers.

Monitoring Server Status

The main application window shows a list of servers that have been added to the current session. The health of each server can be determined at a glance, by interpreting the icons and label colors.

Server
● Salient Demo Server [demo.salientsys.com]
● SSC - Suite 410 [cv-salient]
● demo2
● demo1 [demo1.salientsys.com:4248]

|	
●	The *Admin Console* has successfully connected to the *CompleteView Server* system service on the server.
●	The *Admin Console* is attempting to connect to the server.
●	The *Admin Console* is **not** connected to the *CompleteView Server* system service on the server.
	Possible Causes
	• The *CompleteView Server* system service is stopped.
	• The *Admin Console* is connecting to the incorrect TCP port on the target server.
	• The hostname or IP address is incorrect.
	• The username or password is incorrect.
	• The selected user account is not a CompleteView administrator for the target server.
BLACK text	The *Admin Console* is indicating that the item is performing normally.
RED text	The *Admin Console* is indicating that a non-critical error condition exists on the server.
	To provide assistance in locating the nature of the error condition, the *Admin Console* will also use red text to label the information tab and item where the error has occurred.

Menus

File Menu

The *Admin Console* allows you to save the contents of your server list in a *session* file. You can use multiple session files to easily group servers that are to be monitored.

Access the *session* options from the *File* menu, as shown below.
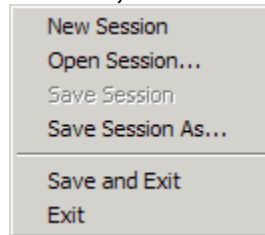
1. **New Session –** Creates a new, empty session file.
2. **Open Session... –** Opens a previously saved session file.
3. **Save Session –** Saves the current session file using the current filename, if assigned.
4. **Save Session As... –** Prompts for a new session filename then saves the current session file.
5. **Save and Exit –** Saves the current session file, then exits the *Admin Console* application.
6. **Exit –** Exits the *Admin Console* application.

Server Menu

Select the item *Server* from the main menu of the *Admin Console,* and the following items will be available. You may also right-click any listed server to show the options in a context menu.
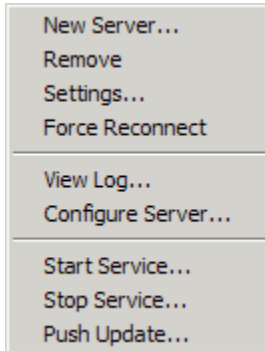
1. **New Server... –** Adds a new server to the server list.
2. **Remove –** Deletes the selected server from the server list.
3. **Settings... –** Edit the connection properties of the selected server.
4. **Force Reconnect –** Forces the *Admin Console* to reconnect to the selected server.
5. **View Log –** Retrieves the log files from the selected server and allows you to filter them for different events.
6. **Configure Server –** Launches the *Server Configuration* application and automatically logs in to the selected server.
7. **Start Service... –** Starts the *CompleteView Server* system service on the selected computer.
8. **Stop Service... –** Stops the *CompleteView Server* system service on the selected computer.
9. **Push Update... –** Launches the remote software update procedure.

Settings Menu

Select *Settings* from the main menu of the *Admin Console,* and the following items will be available.

Session Settings...

1. **Session Settings... –** Opens a dialog where you can specify global session settings, such as SMTP mail server settings.

Session Settings

1. **Send Email on Alarm Condition** – Sends an email to one or more recipients when an alarm condition exists, and the CompleteView server has been configured to respond to the alarm.
    a. Recipients – Specify one or more email address separated by commas.
    b. Mail Server (SMTP) – Enter the address of the SMTP mail server that you wish the alarm emails to be delivered to.
2. **Authentication** – Select this item if your SMTP server requires that you login before you can send an email.
    a. Username – Enter the user name of an account that has permission to send email.
    b. Password – Enter the account password.
3. **Sender Name** – Enter a name that the email should appear to come from.
4. **Sender Email** – Enter the email address that the sent email should appear to come from.

Operation

Info

This tab contains general information about the selected server.

If the text of an item is colored red, then an alarm condition currently exists.

Server Info
1. **Server Address –** The hostname or IP address of the selected server.
2. **Friendly Name –** The internal "Friendly Name" of the selected server.
3. **Version –** The product version of the *CompleteView Server* system service.
4. **Hardware Key –** Indicates the status of the hardware key.
5. **Connection Status –** Indicates if a valid connection exists to the selected server.

System Stats
Items 1 through 4 can help you determine how Windows is using the memory in the selected computer and whether it's accessing virtual memory too much, resulting in bottlenecks.
1. **Physical Memory Available –** Total amount of RAM installed in the server computer.
2. **Physical Memory Used –** Total amount of RAM currently in use.
3. **Commit Charge Limit –** This shows the size of your paging limit. The paging limit is the maximum size your virtual memory can be without making changes to its configuration

4. **Commit Charge Total –** This number shows the amount of paged and nonpaged memory used by the operating system's kernel. The kernel is the central core of the operating system that does most of the background work.
5. **Total System CPU Usage –** Shows the total CPU utilization of the selected computer as a percentage.
6. **Server CPU Usage –** Shows the CPU utilization of the *CompleteView Server* system service.

Cameras

This tab contains information about video sources installed in the selected server.
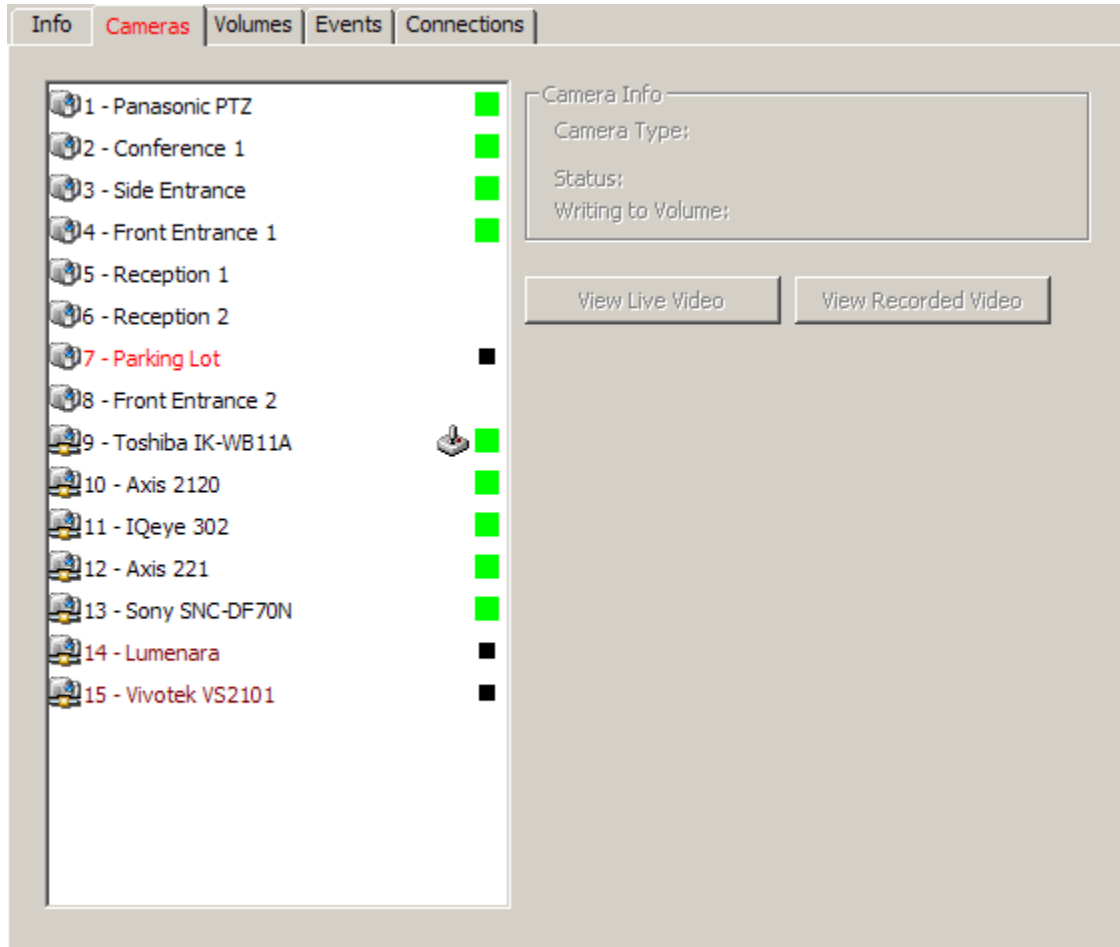
	Analog Video Source	
	IP Video Source	
	Audio Stream is Available	
	PTZ Controls are Available	
BLACK text	Nomal	
RED text	Alarm	
DK RED text	Unable to reach the IP video source.	
GRAY text	Video Source is Disabled	
	Scheduled Recording	
	Alarm Event	

■ (red)	Video Motion Detection Event
■ (cyan)	Pre-Alarm Recording (Video Buffering)
■ (green border, black)	Scheduled Recording + Video Signal Lost
■ (yellow border, black)	Alarm Event + Video Signal Lost
■ (red border, black)	Video Motion Detection Event + Video Signal Lost
■ (cyan border, black)	Pre-Alarm Recording + Video Signal Lost
■ (black)	Video Signal Lost

Volumes

Volumes

This tab contains information about the configured video archive volumes for the selected server.

|		
■ (green bar)	Provides a graphical indication of how much free space remains on the volume	

1. **Volume Info**

a. **Status** – Indicates whether the volume is *online* and available for recording, or has been placed *offline* and is unavailable. At least one volume must be *online* in order for archiving of video events to occur.

b. **Total Size** – The total size in kilobytes (KB) of the volume. If you are utilizing a quota system, the total size generally indicates the total amount of space available to the user, rather than the total size of the storage device.

c. **Free Space** – The total size in KB that is currently available for archiving video events.

2. **View Volume Contents** – Clicking this button retrieves the video archive contents for the selected volume and displays them in a new window.

View Volume Contents

This window allows you to display and analyze the video archive contents for the volumes in the server.

You may view any item in the *Video* event list by using your left mouse button to double-click the item.
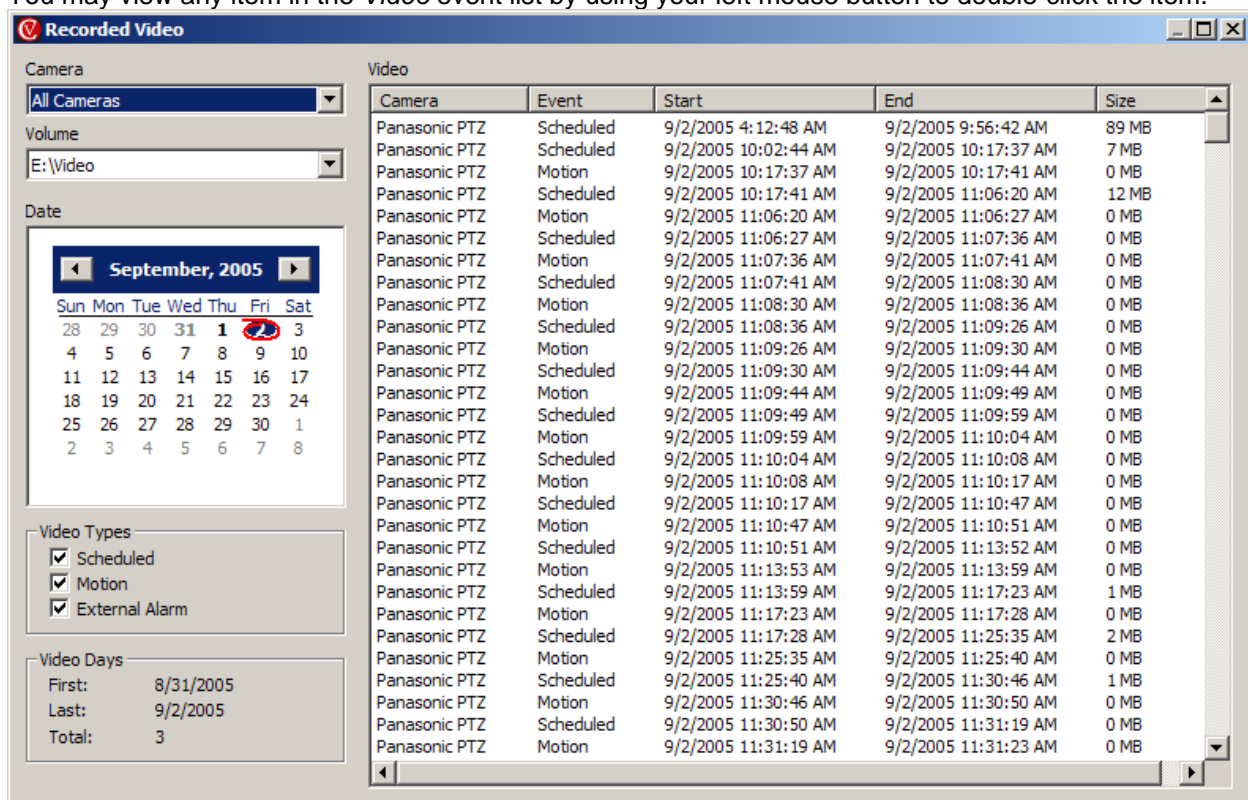
Video Event Filters
1. **Camera** – Limits the displayed video events to those on the selected camera.
2. **Volume** – Limits the displayed video events to those on the selected volume.
3. **Date** – Limits the displayed video events to those from the selected date. Days that appear in **boldtext** in the calendar contain video events. *Note: The Video event list will **only** show events from a single day.*
4. **Video Types** – Limits the display of video events in the *Video* list to only the event types that have been selected.
   - *Scheduled*
   - *Motion*
   - *External Alarm*
5. **Video Days**

4.

11

> a. *First* – *The first date for which video events exist.*
> b. *Last* – *The most recent date for which video events exist.*
> c. *Total* – *The total number of days for which video events exist.*

5. **Video** – Displays the video events and details. *Note: In the "Size" column, 0MB indicates that the video event is less than 1MB in size.*

Events

This tab shows the log entries that have accumulated since you started the *Admin Console*. These entries are *not* the server log files.

Connections

This tab contains a list of the currently open connections to the selected server.

Remote Software Updates

Using the *Admin Console,* it is possible to remotely distribute and apply software updates to each server in your enterprise via an IP network.

Push Update

In order to distribute and apply a software update to your CompleteView servers, you must first perform the following simple steps.

1. Obtain the latest CompleteView update from Salient Systems Support (support@salientsys.com or 512-617-4802)
2. Extract the server update binary from the zip file to a directory of your choice.
3. Launch the *Admin Console.*
4. Click on the server that you wish to update. If you would like to select more than one server, hold down the *CTRL* key while clicking on additional servers.
5. Right-click on one of the selected servers, and the following context menu will appear.
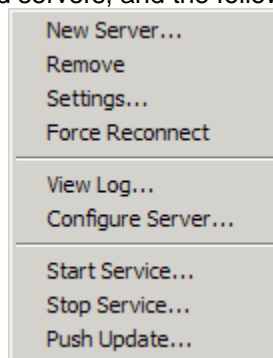
6. Select the menu item named *Push Update...*
7. You will next be prompted to locate the server update binary that you extracted from the zip file.
8. After selecting the file that contains the software that you wish to upgrade to, you will be presented with the following dialog.
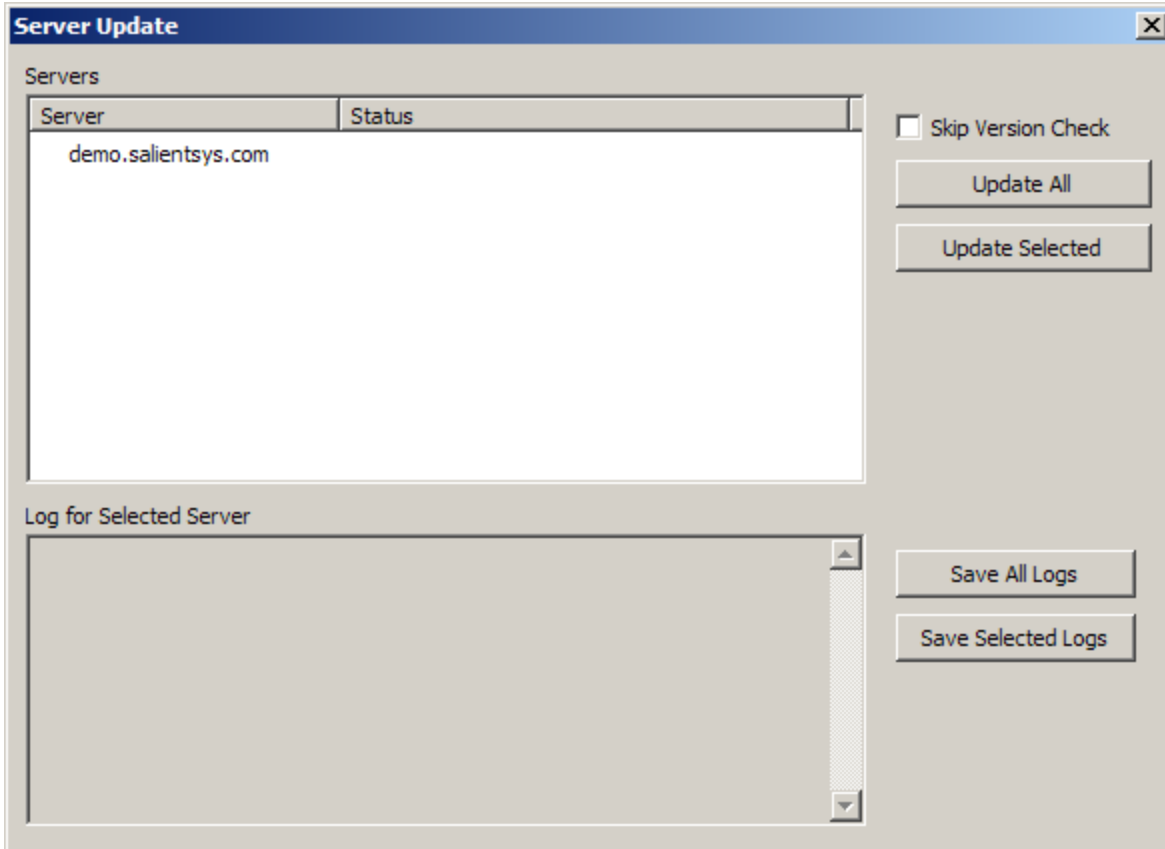
a. **Skip Version Check –** Selecting this item will cause the update process to ignore the installed software version. You will only need to check this item if you wish to *reapply* a software update that is the same software version as the installed product, or are attempting to *revert* to a previous software version.

b. **Update All** – Begins the update process for all systems in the server list.

c. **Update Selected** – Begins the update process for only the selected systems in the server list.

d. **Save All Logs** – Saves the update log for *all* servers in a *single* ASCII text file.

e. **Save Selected Logs** – Saves the update log for *only* the currently selected servers.

9. Click on the button named *Update All* to begin the update process.
10. The status of each update can be obtained by selecting the individual servers. The update log for that server will appear in the *Log for Selected Server* section.
11. When each update has finished, its completion status will be displayed as an icon that appears to the left of the server name as shown below.